**Job description**

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| **Job title:** | Museum Development Officer |
| **Department:** | Museum Development Yorkshire | **Contract:** | Fixed-term |
| **Reporting To:** | Head of Museum Development Yorkshire | **Hours per week:** | 22.2 / 18.5 |

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| **1. Job purpose**To develop and deliver the Museum Development Yorkshire services to enable museums in Yorkshire and the Humber to be secure, accessible and sustainable homes for their collections and of value to the diverse communities they serve. To enable museums to develop excellence, be ambitious, resilient and deliver quality in all that they do.  |

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| **2. Dimensions*** Deliver nationally agreed objectives against a £330,000 per year contract with Arts Council England as a Sector Support Organisation
* Visit and maintain a pastoral relationship and has good working knowledge of up to 50 museums and may be called on to provide support to any of the 90 organisations and 152 museum sites (in 2019) in the region.
* Facilitate and manage the delivery of training and development either directly or through up to 3 learning cohorts per year with 6-12 participating museums per cohort
* Provide one-to-one support to around 10 client museums per year.
* Typically manage 5 projects per year
* Delegated budget authority of up to £5,000 per project
* Coordinate circa 10 events each year
* Maintain an up to date understanding of the environment Yorkshire museums work in by liaising with other local regional and national organisations promoting the work of museums and filtering and making beneficial connections for the sector (having a broad considered view of the world for the benefit of clients).
* Leverage funding of approximately £50,000 per year in match funding for museums sustainability.
* Working with a large range of organisations from very small volunteer run to large multimillion pound turnover businesses. Within this we deal with groups such as military, university, charitable and local authority organisation each with their own specific needs
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| **3. Principal accountabilities****Management*** Identify, initiate, develop and deliver projects and opportunities which fulfil the agreed objectives of the Museum Development Yorkshire contract with Arts Council England, individually and in collaboration with colleagues.
* Specify, select, commission and project manage, and hold to account, key museum development contracts and projects to increase museums’ professional capability and organisational resilience.
* Work with and provide professional expertise, diagnostic advice, management consultancy and facilitation to museums to enable them to implement both strategic and planned, and urgent and responsive, interventions into museums to secure and improve their sustainability.
* Manage and maintain confidential and sensitive information relating to a diverse range of client museums. To mediate museum relationships with external bodies and maintain individual relationships with a high degree of sensitivity, to draw out the root causes of complex organisational problems and their effects and provide good practice advice to enable museums to improve their organisational effectiveness.
* Provide regular reports and management data to York Museum Trust and Arts Council England on Museum Development programme plan and associated targets, and to assist York Museums Trust to fundraise to support regional museum development projects and programmes.

**Organisational development*** Coach, mentor, influence and direct the work of museum leaders, managers, governing bodies, professionals and volunteers at all levels, across the full breadth of their activities from museum specialist functions including collections management, learning, operations, commercial activities, and external advocacy, to improve museum standards, and enable them to deliver their organisational objectives to their public audiences.
* Enhance knowledge, skills, attitudes, behaviours and competencies of the museum workforce through direct delivery of training events, commissioning bespoke training, planning and co-ordinating learning cohorts, and mentoring and coaching individual members of the museum workforce.

**Research, intelligence gathering and advocacy*** To scan, research, and source relevant information from regional, national and international sources in order to channel information, signpost individuals and organisations to relevant information to support delivery of their strategic development, including lessons from other practitioners which shape continuous improvement projects.
* To gather information and use our sector knowledge to advocate for museums within the sector at regional and national sector forums, and to build, broker and strengthen effective working relationships with key partners external to the sector.

**Strategy and co-ordination*** To liaise and co-ordinate with colleagues from across the national Museum Development Network of 9 regional providers sharing good practice and lessons learned to drive up performance and sustainability, to enable museums to implement national standards and best practice, including for Museum Accreditation.
* To liaise with Arts Council England senior officers to develop and deliver a nationally co-ordinated museum development programme, responsive to national consultation exercises which shape the development and delivery of a sustainable museum sector.

**Other duties*** Promote and develop equality and diversity and inclusion in line with YMT Equality Statement.
* Other duties may be required from time to time which are consistent with the grading of this post
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| **4. Key performance measures*** Fulfil nationally agreed Key Performance Indicators set by Arts Council England
* Maintain and increase number of Accredited museums within Y&H - 152 in 2019
* Shaping sustainability projects which strengthen clients’ strategic development, for example having clear and resilient business plans which are delivered within specific timeframe
* Through impact on client museums - as measured through regular short term and long-term evaluation
* Satisfaction of client museums - as measured in the annual State of the Sector report
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| **5. Knowledge, skills, experience and behaviours****Knowledge*** Evidence of experience based competency in a museum and gallery setting and knowledge of national and regional museum issues equivalent to a level 7 qualification (e.g. master’s degree). Detailed practical knowledge of a museum specialist function and senior level experience of the overall functioning of a museum.
* Detailed expertise of a key museum industry specialism essential to the functioning of a museum
* Awareness of current public policy relating to culture, local government, education, tourism, community issues
* Awareness of Health and Safety policies and practices for self (and especially lone working), colleagues and museum clients

**Skills*** Strong ability to manage and prioritise workloads
* Facilitation for groups and individuals
* Coaching and mentoring for individuals and groups
* Strong and effective oral and written communication with individuals and groups at all levels
* Excellent team working within a regionally dispersed team
* Ability to work autonomously managing a complex workload with a high level of individual day to day decision making
* Able to travel independently to a wide range of museum sites across Yorkshire
* YMT has a strategic commitment to increasing its digital skill base. The post holder should be able to demonstrate competence in one or more of the following areas:
	+ Digital recording – e.g. photography, sound, video
	+ Social networking – e.g. twitter, Facebook

**Experience*** Of working in a museum organisation at a senior level
* Partnership working with multiple stakeholders from a wide variety of experience and backgrounds
* Project Management in both individual and group situation
* Mentoring and coaching
* Detailed experience of the grant application process

**Behaviours/competencies*** Relationship management and diplomacy
* Client focused and responsive to client need
* Ability to take a long-term strategic view to both our interventions and the work of our clients
* Flexible approach to work and working hours
* Commitment to and advocacy of equality, diversity, inclusion and anti-racism and understanding how these apply to the role.
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| **6. Key relationships*** Work with 150+ museum sites, in around 90 organisations, from a wide variety of organisational contexts including small, independent charities, large local authority services, university museums, regimental museums, and national museums
* Arts Council England
* Museum Development Network of 8 other regional providers
* York Museums Trust
* Museum National Portfolio Organisations in Yorkshire and the Humber
* Lottery funding distributors and other funders
* Museum Sector Subject Specialist Networks
* Arts Council England Sector Support Organisations
* Regional and national museum membership bodies, e.g. Museums Association, Yorkshire Federation of Museums & Art Galleries
* Universities, e.g. University of York and Glasgow
* Other partners external to the sector, e.g. Community Voluntary Services
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| **7. Organisation chart** |